



August 24, 2023

**National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra – Kurla Complex,
Bandra (E), Mumbai – 400 051**

**BSE Limited
Corporate Relationship Department,
2nd Floor, New Trading Wing,
Rotunda Building, P.J. Towers,
Dalal Street, Mumbai – 400 001**

Symbol: NYKAA

Scrip Code: 543384

Dear Sirs,

Sub: Business Responsibility and Sustainability Report for the financial year 2022-23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report (“**BRSR**”) for the financial year 2022-23 which forms an integral part of the Annual Report for the financial year 2022-23.

The BRSR is also available on the website of the Company at <https://www.nykaa.com/annual-report/lp>.

We request you to take the same on your record.

Thanking You,

Yours faithfully,
For FSN E-Commerce Ventures Limited

Sujeet Jain
Chief Legal and Regulatory Officer,
Company Secretary and Compliance Officer
Mem. No.: F6144

Encl: As above

Business Responsibility and Sustainability Report

Section A: General Disclosures

Details of the listed entity:

S. No.	Question	Response
1.	Corporate Identity Number (CIN) of the Entity	L52600MH2012PLC230136
2.	Name of the Listed Entity	FSN E-Commerce Ventures Limited
3.	Year of Incorporation	24/04/2012
4.	Registered Office Address	104, Vasan Udyog Bhavan, Sun Mill Compound, Tulsi Pipe Road, Lower Parel, Mumbai 400 013, Maharashtra, India.
5.	Corporate Address	A2, 4 th Floor, Cnergy IT Park, Appasaheb Marathe Marg, Opposite Tata Motors, Prabhadevi, Mumbai 400025, Maharashtra, India.
6.	E-mail	nykaacompanysecretary@nykaa.com
7.	Telephone	022-66149696
8.	Website	https://www.nykaa.com/
9.	Financial Year for which report is being done	1 st April 2022 – 31 st March 2023
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> Bombay Stock Exchange Limited (BSE) National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital (₹)	2,852,446,720
12.	Name and contact details (telephone, email) of the person who may be contacted in case of queries on the BRSR report	Mr. P. Ganesh CFO Email: nykaacompanysecretary@nykaa.com Tel: + 91 022-66149696
13.	Reporting Boundary (Standalone or Consolidated basis)	We have considered FSN E-Commerce Ventures Limited and its subsidiary Nykaa E-Retail Private Limited ('E-Retail') for the purpose of disclosures under this report, collectively referred to as 'Company' or 'Nykaa'

Products and Services:

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	%Turnover of the entity
1.	Retail sale via e-commerce	The Company is engaged in the business of manufacturing, selling & distribution of beauty, wellness, fitness, personal care, health care, skin care, hair care products on the online platforms or websites such as e-commerce, m-commerce, internet, intranet.	95%
2.	Marketing support and marketplace service		
3.	Wholesale of cosmetics (Offline - Own brands)		5%

15. Product/ Services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/ Service	NIC Code	%of total turnover contributed
1.	Retail sale via e-commerce	52512	95%
2.	Beauty or make-up preparations, manufacturing	24246	
3.	Wholesale of cosmetics (Offline - Own brands)	51391	5%

Operations:

16. Number of locations where plants and/or operations/ offices of the entity are situated:

Location	Number of Plants	Number of Offices*	Total
National	N.A.	30	30
International	N.A.	-	-

*Includes 20 warehouses and 10 offices

17. Markets Served by the Entity:

a. Number of Locations:

Location	Number
National (No. of States)	Pan India
International (No. of Countries)	-

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil, Company has separate subsidiary FSN International which deals into exports

c. A Brief on types of customers?

Nykaa is one of biggest specialty beauty and personal care (BPC) platform in India which operates omnichannel business such as e-commerce, m-commerce, internet, intranet as well as through physical stores, stalls, general trade, and modern trade. Gen-Z and millennial consumers are the most active BPC buyers.

Employees:

18. Details as at the end of Financial Year 2022-23

a. Employees and Workers

Employees (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
1.	Permanent Employees	1,625	995	61%	630	39%
2.	Other than Permanent Employees	777	138	18%	639	82%
3.	Total Employees (1+2)	2,402	1,133	47%	1,269	53%

Permanent Employees include On-roll employees • Other than Permanent Employees include Fixed Term Contract (FTC) and Interns

Workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
4.	Permanent Workers	-	-	-	-	-
5.	Other than Permanent Workers	3,756	3,617	96%	139	4%
6.	Total Workers (4+5)	3,756	3,617	96%	139	4%

•Other than Permanent Workers include Off-roll Contract manpower service.

b. Differently abled Employees and Workers

Differently Abled Employees

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
1.	Permanent Employees	2	2	100%	-	0%
2.	Other than Permanent Employees	-	-	0%	-	0%
3.	Total Employees (1+2)	2	2	100%	-	0%

Differently Abled Workers

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
4.	Permanent Workers					
5.	Other than Permanent Workers			Not Applicable		
6.	Total Workers (4+5)			Not Applicable		

19. Participation/ Inclusion/ Representation of Women (FY 2022-23)

	Total (A)	Number of Female (B)	Percentage (B/A)
Board of Directors	10	4	40%
Key Management Personnel	3	1	33%

20. Turnover rate for permanent employees and workers:

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27%	38%	31%	26%	35%	30%	15%	25%	19%
Permanent Workers	-	-	-	-	-	-	-	-	-

Holding, Subsidiary and Associate Companies (including joint ventures):

21. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding/ subsidiary/ associate company/ joint venture (A)	Indicate whether holding/ subsidiary/ associate company/ joint venture	% of shares held by listed entity	Does the entity indicated at Column A, participate in the Business Responsibility initiatives of the entity (Yes/ No)
1.	Nykaa E-Retail Private Limited	Direct subsidiary	100%	Yes
2.	FSN Brands Marketing Private Limited	Direct subsidiary	100%	No
3.	Nykaa-KK Beauty Private Limited	Direct subsidiary	51%	No
4.	Nykaa Fashion Private Limited	Direct subsidiary	100%	No
5.	FSN International Private Limited	Direct subsidiary	100%	No
6.	FSN Distribution Private Limited	Direct subsidiary	100%	No
7.	Dot & Key Wellness Private Limited	Direct subsidiary	51%	No
8.	FSN Global FZE	Stepdown Subsidiary	100%	No
9.	Nykaa International UK Limited	Stepdown Subsidiary	100%	No
10.	Nudge Wellness Private Limited	Direct Subsidiary	60%	No
11.	Earth Rhythm Private Limited	Associate	18.51%	No
12.	Illuminar Media Private Limited	Direct Subsidiary	100%	No
13.	Nessa International Holdings Limited	Stepdown Subsidiary	55%	No
14.	Nykaa Foundation	Direct Subsidiary	99.93%	No

CSR Details:

22.	(i) Whether CSR is applicable as per Section 135 of Companies Act, 2013 (Yes/No)	Yes
	(ii) Turnover (in ₹)	2,177.99 million*
	(iii) Net Worth (in ₹)	16,492.74 million*

*Figures for FSN E-Commerce Ventures Limited on standalone basis

Transparency and Disclosures Compliances:

23. Complaints/ Grievances on any of the Principles (1-9) under the National Guidelines on Responsible Business Conduct:

Stakeholder Group	Grievance Redressal Mechanism in place (Y/N) (Provide web-link of Policy)#	Current Financial Year 2022-23			Previous Financial Year 2021-22		
		Number of complaints filed	Number of complaints pending at close of year	Remarks	Number of complaints filed	Number of complaints pending at close of year	Remarks
Communities / Implementation Agencies	Yes*	-	-	-	-	-	-
Investors (Other than shareholders)	Yes*	-	-	-	-	-	-

Stakeholder Group	Grievance Redressal Mechanism in place (Y/N) (Provide web-link of Policy)#	Current Financial Year 2022-23			Previous Financial Year 2021-22		
		Number of complaints filed	Number of complaints pending at close of year	Remarks	Number of complaints filed	Number of complaints pending at close of year	Remarks
Shareholders	Yes*	43	-	-	2,751	-	Majority of complaints were on account of IPO and all complaints were closed
Employees and Workers	Yes*	1	-	-	-	-	-
Customers	Yes*	9,684	-	0.03% of total orders, reduction due to optimizing process and system automation	22,019	-	-
Value Chain partners	Yes*	-	-	-	-	-	-
Others - Brand Partners	Yes*	-	-	-	-	-	-

*Vigil mechanism/ Whistle blower policy, all stakeholders can write mail to nykaa@tip-offs.in/ whistleblower.employees@nykaa.com or call on toll free number 1800 210 8988 and anonymously raise actual or suspected concerns regarding incidents of wrongdoing, fraud or any unethical practices that violates Nykaa code of conduct

#The Company policies are hosted on the website at <https://www.nykaa.com/policies>

24. Overview of the entity’s material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/ opportunity	In case of Risk, approach to adapt or mitigate	Financial implications of the risk or the opportunity
1	Sustainable Sourcing (Raw materials/ product sourcing)	Risk & Opportunity	Sustainable sourcing aids the company to trace and track its ESG footprint across the entire value chain. It enables the creation of value-added partnerships with upstream and downstream partners to reduce GHG emissions, enhance local procurement, and drive product efficiency.	The Company has put in place sustainable sourcing practices such as using recycle plastic in our operations for packaging requirements. More than 80% of our packaging material requirements are fulfilled through eco-friendly products. Company sources most of its packaging material from small and medium scale enterprises to encourage MSME ecosystem as part of its social responsibility.	Positive
2	Privacy and Data Security	Risk	Data privacy and cyber security are essential risks to be considered for an e-marketplace. Managing risks related to collection of customer data, storage of data, ensuring confidentiality and sensitivity of data and preventing misuse of proprietary customer or user data.	The company invests significant resources in cyber-security and data protection measures, including third-party assessments of critical IT systems and tech infrastructure. The company implements the latest cyber-security technologies and IT-control systems and conducts company-wide awareness sessions on ongoing basis for all employees to ensure best practices.	Positive
3	Labour Management	Risk	Changing regulations around labour practices are a long-term regulatory risk.	The company has made significant efforts to ensure that full compliance is met with labour regulations and go beyond what is mandated by the law.	Negative & Positive

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial implications of the risk or the opportunity
4	Supply chain management	Risk & Opportunity	Efficient supply chain is core element of a business, especially for e-commerce and retail business. Supply chain largely contributes significantly to company's environmental emissions (Scope-3). The risks to supply chain disruptions and logistics weigh heavily on the business revenue and continuity. In addition to these risks, regulatory or legal risks due to child labour, compliance risks due to inferior quality products also play a critical role.	The company drives decentralized supply chain for localized fulfillment to ensure delivery from the nearest fulfillment center, which in turn optimizes shipment costs and investments in inventory. This in turn leverages economies in scale and minimizes ecological footprint. The company ensures its business partners and suppliers to adhere with human rights compliances related to child labour, forced labour, involuntary and sexual harassment, discriminatory employment and other labour standards.	Positive
5	Product safety and quality	Risk & Opportunity	<p>a) There is a regulatory or compliance risk with litigations in case of unintended harmful effects of the products after use from our customers.</p> <p>b) Failure of our suppliers to provide merchandise or content that complies with all applicable laws and regulations, could result in liability in the case of our private brands, damage to our reputation and brand, increased enforcement activity or litigation, and increased legal costs.</p>	<p>a) The design of our owned products is based on ethically sourced ingredients and we endeavor to have environmentally friendly formulations following existing regulatory frameworks that are extensively tested for safety in use. The Products are extensively tested for safety during use and over time. The consciously curated formulations are manufactured employing low carbon footprint production practices following GMP practices and packed in environmentally acceptable packaging. The products are tested with real consumers before launch to ensure that designs create a great experience with consumers for their purchase. As a socially responsible brand, most of our product design is Paraben-free, Mineral oil free, cruelty free, Vegan, Natural actives, etc.</p> <p>b) Our suppliers are committed to supplying products and services of highest quality that meet all applicable standards.</p>	Positive/ Negative
6	Consumer financial protection	Risk & Opportunity	As an e-commerce platform, 'risk to consumers' in the form of a potential economic loss.	We have implemented measures to detect and reduce the occurrence of fraudulent activities, scams, combat bad consumer experiences, and increase consumer satisfaction, including encouraging reporting of concerns, gating and monitoring higher-risk activities, evaluating sellers on the basis of their transaction history, and restricting or suspending some sellers.	Negative

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial implications of the risk or the opportunity
7	Human capital development	Risk & Opportunity	<p>a) The company's business innovation and excellence depend on the skill development of the workforce along with agile ways of working. Our ability to attract and retain talent is critical to the success of our operations.</p> <p>b) The loss of one or more of our executive officers or other key employees could adversely affect our functions and business operations. Also, employees not possessing the right skills in an evolving landscape could further affect our ability to innovate. The competitive labour market for key skillsets and possible attrition of key staff and managerial personnel could affect our growth.</p>	<p>We are continuously reviewing and hiring experienced and qualified professionals. We compete in the market to attract and retain skilled personnel, in areas such as products and design tech, sales, digital marketing and brand management, omni-channel retailing and consumer service, supply chain and operations, as well as enabling corporate functions.</p> <p>To sustain our growth, we have effectively recruited key personnel and significant market participants to strengthen our senior management team in order to support our growth.</p>	Positive / Negative
8	Marketing and Labelling	Risk & Opportunity	<p>a) Failure to acquire new consumers or fail to do so in a cost-effective manner, we may not be able to increase revenue or maintain profitability.</p> <p>b) Failure to comply with various product-related regulations and laws, including those related to the product registration, product ingredients, health and safety, importing, customs clearance, manufacturing standards, labelling declaration standards can have potential economic loss to the Company.</p>	<p>The company is making significant efforts towards building the right customer acquisition through a 360-degree marketing strategy spanning digital marketing, mass media, multiple content channels and offline marketing. Hence, there is no overdependence on a single channel of marketing.</p> <p>The Company ensures all required information are displayed on its products label which are mandated as per industry requirements from time to time.</p>	Positive/ Negative

Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes out in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the policies, if available	https://www.nykaa.com/policies								
2. Whether the entity has translated the policy into procedures? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.		BIS CDSCO							Cruelty-free products- BUREAU VERITAS certified
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	Nykaa is committed to mitigate its negative environmental footprint, drive social development, and enhance customer satisfaction and brand equity. The following indicate company's goal and best practices:								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> Nykaa 10X10 initiative, started in July 2020, aims to start reducing the amount of plastic used (both by volume and value) by 10% every year for the next 5 years. Over a longer horizon of ten years, the initiative intends to involve multiple supplier-partners and look for a solution that eliminates the use of plastic at a consolidated level. Achieve energy efficiency by evaluating and eliminating excess load usage at all our infrastructure, reduce the dependence on non-renewable energy linearly and optimize energy consumption with the use of advanced technology. Nykaa aspire to achieve a ratio of 95%:5% for sustainable and plastic material in the next 10 years. Nykaa aims to partner with more vendors who has shown their commitment towards ESG and also enable us to improve our environmental impact by adopting sustainable options for last mile delivery, usages of ethically sourced ingredients and environmentally friendly formulations. Using recycled paper at an overall level, which now constitutes well over 90% of material used for packing and use of corrugated boxes made of 100% recyclable material. Currently, we are using 80% sustainable materials and 20% plastic material for all our shipments (usage of plastic material is majorly limited to products that are enclosed in glass containers). 								

Governance, leadership, and oversight

7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Being a new-age brand with a purpose, we regard environmental concerns as being critical to the progress of the industry and the nation. We strive to build a climate conscious culture with a strong committed to mitigate its negative environmental footprint, drive social development, and enhance customer satisfaction and brand equity.</p> <p>We have undertaken initiatives to mark our steps towards contributing positively towards a greener cause.</p> <p>Adopting sustainable packaging:</p> <p>As an omnichannel retailer with a focus to create elevate customer experience, we want to ensure that our products are delivered to our end customers in the safest manner possible. However, this process leads to generation of waste and use of virgin plastic to ensure the safety of the shipments. Understanding the impact that is created with the use of virgin plastic, we as an organization took a conscious call to move towards more sustainable to replace virgin plastic as a packaging material.</p> <p>Keeping that in focus, we launched our Nykaa 10x10 initiatives in 2020 with an aim to minimize the virgin plastic usage (both by volume and value) by 10% every year for the next 5 years. We feel proud to that our organization has significantly reduced its dependency on plastic over the last 2-3 years, for all our shipments by limiting the virgin plastic usage to 20% (usage of plastic material is majorly limited to products that are enclosed in glass containers). We have using recycled paper at an overall level, which now constitutes well over 90% of material used for packing and use of corrugated boxes made of 100% recyclable material. We still believe we have a long way to go and improve our effort in this area further. With that in mind, our organization aspire to a ratio of 95%:5% for sustainable and virgin plastic material in the next 10 years. Over a longer horizon of ten years, the initiative intends to involve multiple supplier-partners and look for a solution that eliminates the use of plastic at a consolidated level.</p>
--	--

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	<p>Energy efficiency/optimization: Our organization is committed to reducing its Scope-2 emissions through smart energy conservation and optimization in our business operation. We have taken multiple effort in this area to conserve our electricity consumption and also create a safe working environment for the people. <u>Energy efficient equipment:</u> We have replaced electrical equipment and devices with more energy efficient option available in the market to help reduce electricity consumption. <u>Energy Optimizer:</u> We have installed smart energy optimizers at our infrastructure to mitigate the electrical fire risks. <u>Asset Life Cycle Management (ALCM):</u> Developed ALCM to help improve the asset performance by continually monitoring of electrical usage by each equipment to reduce wastage. Being a large establishment spread across India, we understand our electrical consumption tends to be high. We aim to further reduce our carbon footprint from operations by exploring all available options for use of alternative energy and adopt it in our business operation and reduce our dependency on the non-renewable energy source linearly in the ensuing years.</p> <p>Business partners: We take our best effort to partner with businesses who demonstrates strong ESG commitment enabling us to ensure a better environment to conduct our business operations. We have taken steps to ensure our agreements with business partners align with our ESG guidelines. In the coming years, we aspire partner with more business/vendors/suppliers who shows exemplary ESG commitment. Our organization has taken initiatives to move towards curated formulation manufacturing which will allows us to reduce the develop safe and differentiated formulation of our products to uplift the customer experience. Most of our products are designed with ethically sourced ingredients and environmentally friendly formulation.</p>																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	Board of Directors ensures the Company has clear goals aligned to shareholders value and its growth, and in line with its Sustainability agenda. Corporate Social Responsibility (CSR) and Environment, Social, and Governance (ESG) Committee reviews and oversees implementation of ESG.																	
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If “Yes”, provide details	Yes, Corporate Social Responsibility (CSR) and Environment, Social, and Governance (ESG) Committee																	
10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any Other- please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes. The Company’s Board of Directors along with Board level Committees namely, Nomination and Remuneration Committee (NRC), Stakeholders’ Relationship Committee, Audit Committee, Risk Management Committee, and Corporate Social Responsibility & Environment Social Governance (ESG) Committee.									Quarterly/Half yearly/Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes. The Company is compliant with all applicable statutory and regulatory requirements.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).

If “Yes”, provide name of the agency.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes	Yes	Yes	Yes	Yes	Yes	NA	NA	Yes

Note: HSE Audit completed for all the offices (10 locations) from External HSE auditors. These audits covered HSE policy, practices, working conditions, and future action plans initiated under HSE.

12. If Answer to Question (1) Above is “NO”, i.e., not all Principles are covered by a Policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any Other Reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: NA-Not Applicable

Section C: Principle Wise Performance Disclosure

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and Accountable

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programs held	Topics/ Principles covered under training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	Training sessions on: (i) Amendment in CSR Rules introduced vide Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022	100%
Key Managerial Personnel	3	(ii) Amendment of the Legal Metrology Act, 2009 (iii) Other Legal/Regulatory updates	100%
Employees other than BoD and KMPs	190	Training cum capacity building sessions on: Prevention of Sexual Harassments (POSH); Annual Information Security Awareness Training; Basic Secure Application Development Training; Body Language; Advanced Secure Application Development Training – Java; PHP; Excel advanced; Nykaa - Listening Skills; Phishing Awareness Training; Advanced Analytics; Business Acumen and communication; Customer Centricity; Finance Gurukul; Negotiation Skills; Project Management and Stakeholder Management and Strategy; Respectful Workplace and Leadership Best practices.	100%
Workers	41	Training cum capacity building session on: Fire Safety Training and Mock Drill Sessions across our warehouses.	100%

Note: BoD are briefed about the policies and Code of Conduct from time to time.

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format:

Monetary					
NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of Case	Has an appeal been preferred? (yes/ No)	
Penalty/ Fine		Nil			
Settlement					
Compounding Fee	9	Legal Metrology Act 2009	3,95,000	Labelling violation	No
Non-Monetary					
NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of Case	Has an appeal been preferred? (yes/ No)	
Imprisonment		Nil			
Punishment					

3. Of the instances disclosed in Question 2 above detail of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide web-link to the policy.

Yes, Company’s ‘Anti-Corruption and Anti-Bribery Policy’ covers directors, officers, and employees working for the Company and its subsidiaries or affiliates, together referred to as “the Company” or “Our Company” or “Nykaa”. The policy further applies to anyone who acts for the Company, including employees (direct/indirect), contractors, suppliers, and directors.

Web-link: <https://www.nykaa.com/media/wysiwyg/2021/Investors-Relations/pdfs/10-11/Anti-Corruption-andAnti-Bribery-Policy.pdf>

5. Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	Current Financial Year 2022-23	Previous Financial Year 2021-22
Directors	-	-
Key Managerial Personnel (KMPs)	-	-
Employees	-	-
Workers	-	-

6. Details of complaints with regard to conflict of interest:

	Current Financial Year 2022-23		Previous Financial Year 2021-22	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

The corrective actions used for Legal Metrology Notices include checking the artwork labeling, correcting the website catalog template, training the audit team and providing a checklist to prevent the onboarding of incorrectly labeled products.

Leadership Indicators

1. Awareness programmes conducted for the value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics/ Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nykaa conducted awareness trainings for workers on fire safety, POSH, and skill development. Fire and safety trainings are held at the warehouses on quarterly basis, and monthly trainings are held for the security guards to update rules and regulations.		

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No). If “Yes”, provide details of the same.

Yes, Nykaa has Code of Conduct for its Board and Senior Management which contains guidelines on “Conflict of Interest”. Nykaa is committed to upholding the highest moral and ethical standards and does not tolerate bribery or corruption in any form. In case of any potential or actual conflict of interest the concerned person must immediately reach out on speakup@nykaa.com.

The Policy is available on the Company website <https://www.nykaa.com/media/wysiwyg/2021/Investors-Relations/pdfs/10-11/Code-of-Conduct-for-Board-and-Senior-Management.pdf>

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R&D	-	-	
Capex	3.74%	NA	The Company has invested in energy saving equipment's to bring down its carbon footprints. Further, to ensure safe working conditions the Company has installed fire safety and security systems at its premises.

Last year the Company was in nascent stages of its ESG journey and therefore no data management systems were in place to capture this information.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No).

b. If “Yes”, what percentage of inputs were sourced sustainability?

Yes, the Company has certain ESG aspects covered as part of the business agreement signed off by the participating vendor/ supplier, which clearly states sustainable parameters for procuring and sourcing. Currently, the Company is in process of developing an exclusive Sustainable Sourcing Policy document at group level. However, in practice Nykaa embarked on the journey of sustainable procurement and supply chain since 2019, such as more than 80% of our packaging material are sourced from small and medium scale enterprises to drive social responsibility objectives and adopt bio-degradable or eco-friendly products as packaging material to eliminate usage of single-use plastics.

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life for:

a. Plastics (including packaging), b. E-waste, c. Hazardous waste, d. Other waste

- All the generated plastic waste is being recycled through authorized vendor as per the plastic waste management rules.
- All the generated e-waste has been safely disposed to pollution board authorized vendors.
- Other waste like expired products collected and disposed to authorized vendor for incineration.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes/No).

If “Yes”, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Board? If “Not”, provide steps taken to address the same.

Yes, the Company and its subsidiaries comply with Extended Producer Responsibility (EPR) since April 2021 and received the certificate from Central Pollution Control Board (CPCB) as a ‘Brand Owner and Importer’ and has signed agreements with authorized recyclers for collecting the waste from the field across different states. In the Financial Year 2023, the Company has achieved the EPR target for FY 2023 as per CPCB guidelines, through an authorised recycler. The Company has developed a health, safety, and environment framework that is aimed at ensuring safety at the workplace, the safety of warehousing and logistical operations, road safety, and proper management of scrap/waste generated by our operations.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/ Assessment (LCA) for any of its products (for manufacturing industries) or for its services (for service industry)? If “Yes”, provide details in the following format:

NIC Code	Name of product/ service	% of Total Turnover contributed	Boundary for which the Life cycle perspective/ assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If “Yes”, provide web-link
Presently, no products are subjected to a life cycle assessment. However, Nykaa is in discussion with an external agency to conduct Life Cycle Assessment for its products and/or services in FY 2024.					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/ Assessments (LCA) or through any other means, briefly describe the same along with action-taken to mitigate the same.

Name of Product/ Service	Description of the risk/ concern	Action Taken
Nykaa acknowledges its responsibility towards the wellbeing of society and environment and makes it a guiding principle in every aspect of the creation, design, and execution of our products. The design of our products is based on ethically sourced ingredients and environmentally friendly formulations following existing regulatory frameworks that are extensively tested for safety in use. The consciously curated formulations are manufactured employing low carbon footprint production practices following GMP practices and packed in environmentally acceptable packaging. The products are tested with real consumers before launch to ensure that designs create a great experience with consumers for their purchase. As a socially responsible brand, most of our product design is Paraben-free, Mineral oil free, Cruelty free, Vegan, Natural actives, etc.		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	Current Financial Year 2022-23	Previous Financial Year 2021-22
Not Applicable		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	247	NA	NA	NA	NA
E-Waste	NA	NA	NA	NA	NA	NA
Hazardous Waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA

NA: Not Available

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category

Indicate Product Category	Reclaimed products and their packaging materials as % total products sold in respective category
Not Applicable	

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of Employees:

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	995	995	100%	995	100%	NA	NA	995	100%	Company is in process to tie up with Creche service provider	
Female	630	630	100%	630	100%	630	100%	NA	NA		
Total	1,625	1,625	100%	1,625	100%	630	39%	995	61%		
Other than Permanent Employees											
Male	138	138	100%	NA	NA	NA	NA	NA	NA	NA	
Female	639	639	100%	NA	NA	NA	NA	NA	NA	NA	
Total	777	777	100%	NA	NA	NA	NA	NA	NA	NA	

NA: Not Applicable

b. Details of measures for the well-being of Workers:

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male		Not Applicable									
Female											
Total											
Other than Permanent Workers											
Male	3,617	3,617	100%	3,617	100%	NA	NA	NA	NA	NA	NA
Female	139	139	100%	139	100%	139	100%	NA	NA	NA	NA
Total	3,756	3,756	100%	3,756	100%	139	4%	NA	NA	NA	NA

NA: Not Applicable

2. Details of retirement benefits, for Current FY 2022-23 and Previous FY 2021-22

Benefits	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes/ No/ NA)	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes/ No/ NA)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI*	0.8%	100%	Yes	0.7%	100%	Yes

*Applicable to employees as per the threshold limit prescribed under the Employees State Insurance Act, 1948

3. Accessibility of Workplaces

Are the premises/ offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If "Not", then whether any steps are being taken by the entity in this regard.

At Nykaa, we endeavor that all our office premises are accessible for differently abled individuals, and we are continuously working towards improving infrastructure for ensuring devised experience for everyone at our premises.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, please provide the web-link of the policy.

Nykaa ensures there is no discrimination in the organization and has laid down Equal opportunity guidelines in Company’s code of conduct. We have zero tolerance for any type of discrimination in the entire value chain based on gender, caste, color, creed, disability, or any attribute that is unlawful or discriminatory in nature. Further, the Company is in the process of creating Equal Opportunity Policy.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	85%	NA	NA
Female	94%	97%	NA	NA
Total	98%	90%	NA	NA

NA: Not Applicable

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If “Yes”, give details of the mechanism in brief:

Permanent Workers	Employees and workers have access to several forums such as employee grievances (employee.grievances@nykaa.com), speakup (speakup@nykaa.com) & POSH (Posh@nykaa.com) where they can highlight matters or concerns faced at the workplace.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of Association(s) or Unions (B)	Percentage (%) (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of Association(s) or Unions (D)	Percentage (%) (D/C)
Total Permanent Employees	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

Note: Company has no recognized Trade Union or any other associations.

8. (a) Details of training given to employees and workers on “Health and Safety Measures”

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22 [#]		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	995	305	31%	-	-	-
Female	630	65	10%	-	-	-
Total	1,625	370	23%	-	-	-
Workers						
Male	3,756	3,756	100%	-	-	-
Female	-	-	0%	-	-	-
Total	3,756	3,756	100%	-	-	-

[#]Last year Company was in nascent stages of its ESG journey and therefore no data management systems were in place to capture trainings given to employees and workers on “Health and Safety Measures”. The Company has separate email ID which shares regular HSE related updates to all the employees on timely basis.

(b) Details of training given to employees and workers on “Skill Upgradation”

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	995	759	76%	910	Have conducted 17 unique training programs covering ~1,900 participants for functional & skill building sessions.	
Female	630	401	64%	607		
Total	1,625	1,160	72%	1,517		
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Note: Total represents headcount of employees as at the year end, while the number of trainings is cumulative

9. Details of Performance and Career Development reviews of employees and workers:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	995	878	88%	910	727	80%
Female	630	536	85%	607	447	74%
Total	1,625	1,414	87%	1,517	1,174	77%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

Note: Out of the total permanent employees, some employees may be out of performance review cycle due to time-bound criteria i.e., prohibition or resignation period. Worker’s performance review and development is managed by the Consultants.

10. Health and Safety Management System:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) If “Yes”, then coverage of the system.	Yes. The Company has a “Health, Safety, and Environment (HSE) Policy”, which aims to provide safe and healthy working environment to all its employees, customers, business partners, suppliers, and visitors. In accordance with the policy, a HSE implementation strategy has been devised for FY 2023-24 to ensure effective health and safety management systems across NYKAA’s diversified businesses.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis of the entity?	The Company’s entire process is non-hazardous, and Company is in process of developing Job Safety Analysis (JSA)/ Risk Assessment and HAZOP assessment mechanism to capture activities and work-related hazards along with its associated controls. From FY’24, severity calculation for both routine and non-routine work-related hazards and risks will be estimated.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/No)	Yes, Zero workplace incidents were reported till March’ 2023. Since the Company is expanding number of business operating units, we are reviewing our OHS systems to identify gaps, if any and strengthen the incident reporting mechanism and redressal mechanism.
d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	No. However the Company has tie-up with Doctor, since our business process is non-hazardous, we do not have in-house health care center, however first aid boxes are available at accessible workplaces at Nykaa.

11. Details of safety related incidents, in the following format:

Safety Incidents/ Number	Category	Current Financial Year 2022-23	Previous Financial Year 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
Number of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

The Company was in nascent stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

Measures taken by NYKAA are:

1. Infrastructure Measures:
 - Installation of safety systems in all the offices likes Smoke detectors, public addressing systems, Sprinklers, Fire hydrant system etc.,
 - Fire systems installation is planned for all the new warehouses and will device separate plan for old warehouses.
2. Operational Measures:
 - Providing safety trainings to the employees and workers
 - Mock drills being carried in offices regularly along with building management team which helps to cross check readiness during emergency situations.
 - Initiated HSE audits to identify the hazards and risks
 - First aid boxes installed at all our workplaces
3. Future Strategies:
 - SOP for employee based HSE training modules will be developed
 - SOP and guidelines on Mock drills will be developed and will strengthen the process

13. Number of complaints on the following made by employees and workers:

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Filed	Pending Resolution at end of year	Remark	Filed	Pending Resolution at end of year	Remark
Working Conditions	-	-	No complaints	-	-	No complaints
Health and Safety	-	-	No complaints	-	-	No complaints

14. Assessment for the Year (2022-23):

	% of plants and offices that were assessed (by entity or statutory authorities or third party)
Health and Safety Practices	HSE Audit completed for all the offices (10 locations) from External HSE auditors. These audits covered HSE policy, practices, working conditions, and future action plans initiated under HSE.
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risk/ concerns arising from assessment of health and safety practices and working conditions.

Zero workplace incidents reported till March’ 2023. The Company has voluntarily decided to review and strengthen its incident reporting mechanism in FY 2024 as the number of business operating units have increased multifold.

Leadership Indicators

- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The company ensures its vendors and other value chain partners comply with statutory dues through its contract processes and checks. At warehouses, Nykaa has appointed a third-party agency to ensure compliance of statutory dues and provide monthly status report to the company.

- Provide the number of employees/ workers having suffered high consequence work-related injury/ ill-health/ fatalities (as reported in Qs. 11 of Essential Indicators above), who have been/ are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total Number of affected employees/ workers		No. of employees/ workers that are rehabilitated or whose family member have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	-	-	NA	NA
Workers				

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

- Describe the process for identifying key stakeholder groups of the entity.**

The Company has an internal process of identifying key stakeholders and mapping them as internal and external stakeholders. We categorize our stakeholders as Customers, Investors, Brand Partners, Employees, Channel Partners, Communities, Regulators and Environment. We also have our Stakeholders' Relationship Committee. In addition to this, the Company has also identified disadvantaged, vulnerable, and marginalized stakeholders.

- List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Identified as Vulnerable or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during each engagement
Employees	No	Email, noticeboards, and internal portals (HRMS)	Regularly	Talent management, employee satisfaction, and training & development awareness, and capacity development sessions
Vendors/ Value Chain Partners/ Brand Partners	No	Emails, notice boards, calls and meetings, management reviews, and relationship meetings	Regularly	Vendor Selection, Onboarding, Work execution, invoice processing and payments, business scaling, ideas to attract customers, and brand partnerships
Customers	No	Website, Email, Newsletters, Brochures, social media platforms, helpline, and store visits	Regularly	Identifying opportunities to improve customer service and products, retain them, improve overall experience.
Shareholders/ Investors	No	Email, Newspaper advertisements and portals of regulatory bodies	Quarterly	Financial Results, Financial Statements and matters requiring approval of shareholders as per applicable laws.
Regulatory bodies like SEBI, NSE, BSE and MCA	No	Respective Portal for regulatory filings	Regularly	Financial Results, Financial Statements, Press Release and matters to be reported / filed with regulatory bodies as per applicable laws.
Communities and NGOs/ Implementation Agencies	Yes	Various collaborations with NGOs, direct consultations, field-visits & trainings, digital platforms, volunteering work, including e-volunteering, reviewing programme achievements and impacts.	Regularly	To understand concerns of communities our business operates in, the underprivileged as well as society at large. Implement programmes that help drive inclusive growth and equitable development among relevant communities in education, upskilling and entrepreneurship.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company has a board level CSR and ESG Committee to oversee socio-economic and environmental topics of the Company in a consultative and inclusive manner.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topic? (Yes/No)

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder engagement plays a critical role in identifying and managing key social and environmental material topics of the Company that impact and/or impacted by the Company's activities. The Company time to time, engages with its identified stakeholders to gauge their perception and aspirations.

3. Provide detail of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

Yes, the Company engages with the disadvantaged, vulnerable and marginalized stakeholders through its CSR programs. The Company has generated employment and livelihood opportunities for the locals which include marginalized sections of society, by setting up new warehouses. The Company encourages NGO partners to identify specific needs of the marginalized and vulnerable stakeholders through "need assessment surveys" to facilitate customized CSR initiatives to empower and drive inclusiveness for all stakeholders.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Permanent	1,625	1,625	100%	1,517	76	5%
Other than permanent	777	777	100%	270	270	100%
Total Employees	2,402	2,402	100%	1,787	346	19%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	3,756	427	11%	3,732	-	0%
Total Workers	3,756	427	11%	3,732	-	0%

Note: FY 2021-22 data is slight low as Nykaa was in nascent stage of ESG journey

2. Details of minimum wages paid to employees and workers, in the following format:

Category	Current Financial Year 2022-23					Previous Financial Year 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	1,625	-	-	1,625	100%	1,517	-	-	1,517	100%
- Male	995	-	-	995	100%	910	-	-	910	100%
- Female	630	-	-	630	100%	607	-	-	607	100%
Other than Permanent	777	NA	NA	NA	NA	NA	NA	NA	NA	NA
- Male	138	NA	NA	NA	NA	NA	NA	NA	NA	NA
- Female	639	NA	NA	NA	NA	NA	NA	NA	NA	NA

Category	Current Financial Year 2022-23					Previous Financial Year 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
- Male	-	-	-	-	-	-	-	-	-	-
- Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	3,756	178	5%	3,578	95%	3,732	102	3%	3,629	97%
- Male	3,617	175	5%	3,442	95%	3,640	100	3%	3,539	97%
- Female	139	3	3%	136	98%	92	2	2%	90	98%

Note: Other than Permanent category consists of fixed term contractors (FTCs) and interns. The professional fees / stipends paid to them are not comparable to the salaries paid to employees.

3. Details of remuneration/ salary/ wages, in the following format:

	Male		Female	
	Number	Median salary/ wage of respective category	Number	Median salary/ wage of respective category
Board of Directors (BoD)	6	Refer Director's Report	4	Refer Director's Report
Key Managerial Personnel	2		1	
Employees other than BoD and KMP	995	12.58 Lacs	630	10.19 Lacs
Workers	3,617	1.73 Lacs	139	1.86 Lacs

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Nykaa's Human Resource (HR) department is responsible to address concerns and issues related to human rights across all levels. In addition, the POSH Committee handles issues and concerns on harassment at Nykaa.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Nykaa is committed to providing a safe and positive work environment. Employees have access to several forums such as employee grievances (employee.grievances@nykaa.com), speakup (speakup@nykaa.com) & POSH (Posh@nykaa.com) where they can highlight matters or concerns faced at the workplace.

6. Number of complaints on the following made by employees and workers:

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Filed during the year	Pending resolution at end of year	Remark	Filed during the year	Pending resolution at end of year	Remark
Sexual Harassment	1	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Nykaa encourages all employees to ask questions and raise issues without fear of retaliation and is committed to treating reports seriously and investigating them thoroughly and fairly. Employees may always share their concerns through the email ID (speakup@nykaa.com) as provided in the employee grievance redressal policy.

Nykaa does not tolerate retaliation against anyone who makes a good faith report of suspected misconduct or otherwise assists with an investigation or audit.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. During the onboarding process of any business or vendor partnership, an undertaking is taken to ensure compliance with statutory requirements, human rights, and ethical business conduct.

9. Assessment for the FY 2022-23:

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/ Involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

10. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Qs. 9, above.

Nil.

Leadership Indicators

1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.

Nykaa is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages a Whistle-Blower Policy, Code of Conduct, Employee Grievance Redressal Policy. This is achieved through a well-established grievance resolution mechanism.

2. Details of the scope and coverage of any Human Rights due-diligence conducted.

The Company is committed to protecting and respecting Human Rights. In this regard, the Company has partnered with a Third-Party to carry out a human rights assessment on issues relating to labour, child labour, equal remuneration and discrimination, including remedying rights violations in case they are identified.

3. Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

At Nykaa, we endeavor that all our office premises are accessible for differently abled individuals, and we are continuously working towards improving infrastructure for ensuring devised experience for everyone at our premises.

4. Details on assessment of Value Chain Partners:

	% of value chain partners (by value of business done with such partners) that were assessed:
Child Labour	Presently Company does not maintain quantitative information, however below assessments were conducted in FY23 of our value chain partners.
Forced/ Involuntary Labour	
Sexual harassment	i) Our supply chain team has visited all its contract manufacturing vendors and packaging vendors ensuring compliance with safe and healthy working conditions.
Discrimination at workplace	ii) Central team at warehouse keeps a vigil by verifying KYC details and performing background checks to ensure prevention of child labor.
Wages	iii) Regular briefing time to time is provided at warehouses and a compliant box is installed at all warehouses to raise any violation.
Others-please specify	

5. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessment at Qs. 4 above.

One of our vendor contract is being terminated with 3-month notice period as the vendor premise is not safe for work and business risk is involved, for example fire safety, water logging, unsafe working environment for workers and employees.

Principle 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format: (in terms of Gigajoules-GJ)

Parameter	Current Financial Year 2022-23 (GJ)	Previous Financial Year 2021-22
Total Electricity Consumption (A)	14,400	-
Total Fuel Consumption (B)	2,600	-
Energy consumption through Other Sources (C)	-	-
Total Energy Consumption (A+B+C)	17,000	-
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.0000004	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If "Yes", name the external agency.

The Company was in early stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22

2. Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India? (Yes/No)

If "Yes", disclose whether targets set under the PAT Scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable.

3. Provide details of the following disclosures related to water, in the following format:

Note: The data reported below in the table highlights only the water consumed for 'domestic consumption purposes' and not used in manufacturing of goods and services.

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water withdrawal by source (in kilo-litres)		
(i) Surface Water	-	-
(ii) Groundwater	16,306	-
(iii) Third Party Water (Tanker)	590	-
(iv) Seawater/ Desalinated water	-	-
(v) Others (Water Cans and Municipal Supply System)	27,859	-
Total Volume of water withdrawal (in KL) (i + ii + iii + iv + v)	44,755	-
Total volume of water consumption (in KL)	44,755	-
Water intensity per rupee of turnover (water consumed/ turnover)	0.0000010	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If "Yes", name the external agency.

The Company was in nascent stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22. At our workplace, all the water usage in FY-23 was for domestic purposes only. Groundwater consumption is computed above is on theoretical basis and we further decided to install the water meters in FY-24 to track actual consumption and optimize our consumption.

4. Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If “Yes”, provide details of its coverage and implementation.

Not Applicable. Since Nykaa doesn’t use water for manufacturing products.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 2021-22
NO _x			
SO _x			
Particulate Matter (PM)			
Persistent organic pollutant (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutant (HAP)			
Others-please specify			

All the DG sets used for offices are under building management system. The DG sets in warehouses are being controlled by Nykaa and which is used as backup power. However, the emission monitoring for DG sets will commence from FY 2024.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If “Yes”, name the external agency.

6. Please provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 2021-22
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	182*	NA
Total Scope 2 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,840	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.0000001	NA

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If “Yes”, name the external agency.

*Scope-1 emission includes fuel like diesel consumption only for the FY 2022-23

The Company was in nascent stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22

7. Does the entity have any project related to reducing Greenhouse gas emissions? If “Yes”, then provide details.

Since Company is not into direct manufacturing process. We will start capturing the data whichever is applicable based on our business mode of operations under Scope-1 and Scope-2. After examining the data, Company will make appropriately prepare actions plans to achieve GHG emission targets.

8. Provide details related to waste management by the entity, in the following format:

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Total Waste Generated (in metric tonnes)		
Plastic Waste (A)	_#	-
E-Waste (B)	4	-
Bio-medical Waste (C)	-	-
Construction and Demolition Waste (C&D) (D)	-	-
Battery Waste (E)	-	-
Radioactive Waste (F)	-	-
Other Hazardous Waste generated (G) (Please specify, if any)	-	-
Other Non-Hazardous Waste generated (H) (Please specify, if any)	54	-
Total Waste Generated (A+B+C+D+E+F+G+H)	58	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category Waste Name:		
(i) Recycled	The Company has started recycling and/or reusing paper and other packaging waste generated in the warehouse, quantity details will be measured from FY2024	
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category Waste Name:		
(i) Incineration	54	-
(ii) Landfilling	-	-
(iii) Other disposal operations	4*	-
Total	58	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If "Yes", name the external agency. No

*E-waste disposed through CBCP authorized vendor

The Company was in nascent stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22

#Plastic waste generated within the premises are not presently quantifiable and will be started from FY24 onwards, however Company is fulfilling the annual EPR compliance.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Considering the nature of the business the Company does not generate any hazardous or toxic waste.

10. If the entity has operations/ offices in & around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/ clearances are required, please specify details in the following format:

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Yes/No) If "No", the reasons thereof and corrective action taken, if any.
1.	Warehouse operation located at Baprou village, Patiala (Punjab)	Storage and logistics	Yes, instead of Landlord has obtained requisite approvals/clearance for one of our warehouses taken on lease.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year 2022-23:

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant Web-link
Not Applicable					

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder (Yes/ No). If “Not”, provide details of all such non-compliances, in the following format:

S. No.	Specify the law/ regulation/ guidelines which is not compliant	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
	Yes, Nykaa has complied with all applicable environmental law/regulations / guidelines in India. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/guidelines.			

Leadership Indicators

1. Provide break up of the total energy consumed (in Joules or multiples) from Renewable Energy and Non-Renewable sources, in the following format: (in terms of Gigajoules-GJ)

Parameter	Current Financial Year 2022-23 (GJ)	Previous Financial Year 2021-22
From Renewable Sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From Non-Renewable Sources		
Total electricity consumption (D)	14,400	-
Total fuel consumption (E)	2,600	-
Energy consumption through other sources (F)	-	-
Total energy consumed from renewable sources’ with ‘Total energy consumed from non-renewable sources (D+E+F)	17,000	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If “Yes”, name the external agency. No

The Company was in nascent stages of its ESG journey therefore data management systems were being implemented, i.e., no data available for FY 2021-22

2. Provide the following details related to water discharge:

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water discharge by destination and level of treatment (in kilo-litres)		
(i) To Surface Water		
- No treatment		
- With treatment-please specify level of treatment		
(ii) To Ground Water		
- No treatment		
- With treatment-please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment-please specify level of treatment		
(iv) Sent to Third Parties		
- No treatment		
- With treatment-please specify level of treatment		
(v) Others		
- No treatment		
- With treatment-please specify level of treatment		
Total water discharged (in kilo-litres)		

At Nykaa offices and warehouses, the water consumed is only for ‘domestic purpose’ and not for manufacturing of goods and services. Therefore, the question is not applicable.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If “Yes”, name the external agency. No

3. Water withdrawal, consumption, and discharge in areas of 'Water Stress' (in kilo litres):

For each facility/ plant located in areas of water stress, provide the following information:

- i. **Name of area:** Bengaluru, Dwarka, Gurgaon, Delhi, Haryana, and Punjab
- ii. **Nature of operations:** Offices and Warehouses
- iii. **Water withdrawal, consumption, and discharge in the following format:**

At Nykaa offices and warehouses, the water consumed is only for 'domestic purpose' and not for manufacturing of goods and services. Therefore, the question is not applicable.

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water withdrawal by source (in kilo litres)		
(i) Surface Water	-	-
(ii) Ground Water	7,281	-
(iii) Third Party Water	590	-
(iv) Seawater/ Desalinated Water	-	-
(v) Others	7,025	-
Total volume of water withdrawal (in KL)	14,896	-
Total volume of water consumption (in KL)	14,896	-
Water intensity per rupee of turnover (Water consumed/ turnover)	0.0000003	-
Water discharge by destination and level of treatment (in Kilo litres)		
(i) To Surface Water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(ii) To Ground Water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iii) Sent to Third Party Water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iv) Into Seawater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No). If "Yes", name the external agency. No

At our workplace, all the water usage in FY 2023 was for domestic purposes only. The withdrawal computed above is on theoretical basis and we further decided to install the water meters in FY 2024 to track actual consumption and optimize our consumption.

4. With respect to the ecologically sensitive areas reported in Qs. 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable.

5. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/ effluent discharge/ waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the Initiative
	<p>At Nykaa, we strive to positively contribute towards a sustainable ecosystem by ensuring the highest level of responsibility and transparency in our business operations. Adhering to all environmental compliances, we constantly innovate and work towards mitigating environmental risks and upgrading our existing measures. For instance, all warehouses/ offices/ store premises are equipped with energy efficient solutions (LED)-to increase our sustainability footprint. Further, the company has reduced its air shipments by shifting from national to regional fulfillment centers for deliveries of our products. Various initiatives to eliminate plastic usage have been initiated such replacing plastic with paper as a packaging material, reducing use plastic bubble by decreasing width dimension, re-use of RTO packaging material, and regular training of manpower on plastic management; all above efforts resulted in usage of 80% paper packaging and 20% plastic packaging for all our shipments. Various initiatives at warehouses such as transitioning from paper to digital systems ('paperless picking'), smart and bulk picking with the use of handheld devices has been initiated. Every year warehouses are encouraged to conduct tree plantation drives outside warehouse area.</p>		

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. (a) Number of affiliations with trade and industry chambers/ associations.

4

(b) List the top 10 trade and industry chambers/ associations (determined based on the total numbers of such body) the entity is member of/ affiliated to.

S. No.	Name the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1.	FICCI-Federation of Indian Chambers of Commerce and Industry	National
2.	IBHA-Indian Beauty Health Association of India	National
3.	CII-Confederation of Indian Industries	National
4.	RAI-Retailers Association of India	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the Case	Corrective action taken
No such case observed in the reporting period.		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board	Web Link, if available
Not Applicable					

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) projects undertaken by the entity based on applicable laws, in the current financial year 2022-23:

Name and brief detail of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No)	Relevant web-link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of the project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	%of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
Not Applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

The Company has a robust Vigil Mechanism/Whistle Blower Policy which encompasses grievance redress mechanism for all its stakeholders including Communities and NGOs/ Implementation agencies they anonymously raise actual or suspected concerns regarding incidents of wrongdoing, fraud or any unethical practices and write us to nykaa@tip-offs.in or call us on toll free number 1800 210 8988.

4. Percentage of input material (input to total inputs by value) sourced from suppliers:

	Current Financial Year 2022-23	Previous Financial Year 2021-22
Directly sourced from MSMEs/ Small producers	17% from 842 MSME vendors	NA
Sourced directly from within the district and neighboring districts	At our warehouses we recruit workers from nearby area and provide employment to locals, we don't track quantitative details.	

Leadership Indicators

1. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% beneficiaries from vulnerable & marginalized groups
1.	Beauty training program for young women with Labournet in Bengaluru - Karnataka and Guwahati-Assam	58 women were benefited as of March 2023	100%
2.	Nykaa Chair in Consumer Technology at IIM-Ahmedabad	Evaluation in progress	0%
3.	Capacity building for Anushka Foundation for Eliminating Clubfoot among children	Project initiated in March 2023, approximately 100 children expected to be benefited.	100%
4.	Partnership for alternate education with Project Rangeet	Project initiated in March – approximately 15,000 student are expected to be benefited.	100%
5.	Slum Soccer - Homeless World Cup	Project initiated in March 2023, approx. 50 children are expected to be benefited.	100%
6.	Sponsoring India Deaf Cricket Association	Project initiated in March 2023, approximately 180 young women with hearing disabilities are expected to be benefited.	100%

The above initiatives were taken up by Nykaa Foundation, a Section 8 Company which oversee Companies CSR activities.

Principle 9: Business should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has a grievance mechanism to receive and respond consumer complaints. All customer complaints received through available channels are registered in the CRM system using a unique tracking ticket number and final resolution is provided to the customer via email, phone, app notification and/or SMS.

2. Turnover of products and/services as a percentage of turnover from all products/services that carry information about:

	As percentage to total turnover
Environmental and social parameters relevant to the product	0%
Safe and responsible usage	100%*
Recycling and/or safe disposal	0%

*wherever required, a disclaimer for safe and responsible usage is added on the packaging

3. Number of consumer complaints in respect of the following:

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Received	Pending at end of year	Remarks	Received	Pending at end of year	Remarks
Data Privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others	9,684	-	All consumer complaints have been closed	22,019	-	All consumer complaints have been closed

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary Recalls	Nil	No such instances of forced nor voluntary recall during reporting period.
Forced Recalls	Nil	

5. **Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No). If available, provide a web-link of the policy.**

Yes. Nykaa has Data Privacy Policy in place. Please refer to: <https://www.nykaa.com/policy#privacy-policy>

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services, cyber security, and data privacy of customers; re-occurrence of instances of product recalls, penalty/ action taken by regulatory authorities on safety of products/ services.**

The Company proactively monitors compliance with applicable statutory and regulatory provisions. Where necessary, the Company communicates with its users and has considered/availed appropriate legal remedies.

Company also has Incident Management and Reporting mechanism in place for any unauthorized access, use, disclosure, modification, or destruction of information.

Leadership Indicators

1. **Channels/ platforms where information on products and services of the entity can be accessed (provide web link, if possible)**

Current information on products and services of the entity can be accessed from the following channels:

1. Website: <https://www.nykaa.com/>
2. Nykaa Retail Stores.
3. General Trade Stores and Modern Trade Stores where Nykaa products are available.
4. Nykaa App

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.**

The Company has various measures to inform and educate its consumers about safe and responsible usage of its products and services such as:

- Step 1: Awareness sessions by beauty bloggers
- Step 2: Tie-ups with Cosmetic experts for giving awareness session for skin care and hygiene

In addition to above, “Conscious at Nykaa” is a dedicated tab on the Nykaa app and website that houses a compelling curation of Cruelty-Free, Vegan, and Clean products across brands, categories, and price points - over 130 power brands and 30,000 products. These brands are certified by BUREAU VERITAS, Leaping Bunny and/or any other authorized and regulated body as cruelty-free. Nykaa generates contents such as buying guides and editorial articles as information sharing avenues with the customers.

3. **Mechanism in place to inform consumers of any risk of disruption/ discontinuation of essential services.**

Not applicable, no essential services are provided by Nykaa.

4. **Does the entity display product information on the product over and above what is mandated as per the local laws? (Yes/ No/ Not Applicable). If “Yes”, provide details in brief.**

Did your entity carry out any survey with regard to customer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No).

All required information is displayed on its products label which are mandated as per industry requirements and norms. Nykaa also displays logo and/or information on additional parameters like cruelty-free, vegan, and clean as part of its “Conscious at Nykaa” initiative..

Nykaa has extensive rating and review mechanism on its website (Nykaa.com) for our products to gather feedback from our customers and to gauge their level of satisfaction.

5. **Provide the following information relating to data breaches:**

(a) **Number of instances of data breaches along-with impact:**

Nil

(b) **Percentage of data breaches involving personally identifiable information of customers.**

Nil